



## BRIG ROYD SURGERY

[www.brigroydsurgery.co.uk](http://www.brigroydsurgery.co.uk)

The Surgery  
Hirstwood  
Ripponden  
West Yorkshire  
HX6 4BN

Tel 01422 822209  
Fax: 01422 825063  
Out of Hours: 111

[www.brigroydsurgery.co.uk](http://www.brigroydsurgery.co.uk)

### PRG Meeting Notes Wednesday 18<sup>th</sup> October 5pm – 6.30pm

#### 1. Welcome and Introductions

CC welcomed all the group to the meeting. Introductions done by everyone.

#### 2. Winter pressure 2022/2023

CC started the meeting with Agenda item 4, Winter pressure 2022/2023. CC informed the group winter 2022 was the most difficult winter the practice and staff had ever faced. This was due to a number of factors, COVID outbreaks still high, also had a Strep A outbreak. We had 2 GP Partners off on long-term sick which equated to 10 GP sessions down per week. Locums were employed to cover the shortfall of appointments. We were also 70 hours per week down with our admin and reception team due to sickness. CC informed the group she was incredibly proud of the team on how well we supported each other whilst continuing to provide a high standard of care under such difficult circumstances. CC shared with the group that plans are already in place for winter 2023 and additional locum sessions have been booked to support the team with the increase in demand with winter bugs.

#### 3. Practice Staff Update

CC moved onto Agenda item 2 Practice staff update. CC informed the group, Partners Dr Richardson and Dr Sykes had both left the practice, Dr Richardson to work closer to home and Dr Sykes has relocated to be nearer family. CC informed the group we had successfully recruited Lucy Greenwood, an experienced Advanced Nurse Practitioner. Lucy works full time and covers 8 out of the 10 sessions lost by both GP Partners. We currently have a long-term locum, Dr Bagjoric covering the remaining 2 sessions, whilst we are recruiting for a salaried GP. We are recruiting for a salaried GP for 4 sessions per week to increase capacity. CC shared with the group that Tina Michael had been appointed as Reception Manager to support the Management Team in the running of the practice. Finally, CC shared that Maureen, Medical Secretary retires in December. The group thanked Maureen for her hard work.

#### 4. Primary Care Network Staff Update

CC informed the group that all the reception and admin staff have now completed Care Navigation/Active Sign Posting training. When patients contact our practice, they will be booked with the most appropriate team member, not necessarily a GP. For example, we now have first contact physio's working at the practice 3 days per week so if a patient rings with joint pain, we will book them with a physiotherapist.

Other services we also now offer are:

- a) Mental Health Practitioner, Carol. Carol has a clinic once per week and sees patients with low mood, depression etc.,
- b) Recovery Steps worker, Laura. Laura has clinics twice per week and is via GP referral for drug/alcohol addictions.
- c) Social Prescribing Link Worker, Millie. Millie can help with financial difficulties, housing, training and employment, social isolation and relationship difficulties.
- d) Care Co-ordinators, Georgina and Nimra. Georgina and Nimra promote cancer screening, vaccination campaigns and health checks. They also hold a caseload of patients with complex long-term conditions. Georgina is also our Link Worker for care home residents.
- e) Carer's Wellbeing Service, Aisha. Aisha holds a clinic once per month and this is a support service for carers.

#### 5. Patient Survey Results

CC shared the Patient Survey results for 2023. Despite the horrendous winter, the practice still achieved fantastic results and are still above ICB (Integrated Care Board) and national average.

The group congratulated the team on the wonderful results and thanked the team for the excellent service the practice provides. A shining beacon was quoted by one group member.

#### 6. Practice Facebook Page

Final thing CC shared was the practice Facebook page which is live. Some group members already aware and share posts. CC asked the group to help promote the page as much as possible.

#### AOB

A group member noticed that the PRG meeting notes are not on the practice website – CC to investigate and correct.

CC thanked all the group for attending and their valuable support.

Next meeting: TBC